

# KOMAX CORPORATION

## **Position:**

Field Service Engineer

## **Position Summary:**

Komax Corporation, a Swiss Manufacturer of precision automation equipment for the wire processing industry is seeking a Field Service Engineer. Provide direct technical assistance to our customers throughout North and Central America through phone support, machine installation, training and repairs. Act as liaison between Komax and customers.

## **Job Responsibilities**

- Provide accurate and timely phone support.
- Repair and make operational, faulty Komax machines in-house or at customer sites.
- Install/set-up and train customers on Komax machines in-house and at customer sites.
- Set-up and coordinate in-house run-offs with customer's applications.
- Maintain current history on customer's machines.
- Maintain any contact made with customers via entries in the Service Console.
- Provide customer feedback to Komax on a timely basis through, but not limited to, Quality Incident reports and Major Account reports.
- Perform other duties as assigned.
- Perform at a high level on the Komax objectives program.
- Adhere to company policies as stated in the quality system documentation manual and employee handbook.

## **Job Requirements:**

- Associates Degree in Electronics or related experience.
- Customer service experience preferred.
- Good oral and written communication skills.
- Ability to read and understand schematic diagrams.
- Knowledge of personal computer, Word and general database preferred.
- Bilingual preferred.
- Must be willing to travel up to 70% of the time and must have a valid passport.

**For consideration, please send a resume to [dharris@lakecountyil.gov](mailto:dharris@lakecountyil.gov) and state Field Service Engineer in the subject line.**